CONVERSip EP100 Digital Endpoint

User Guide

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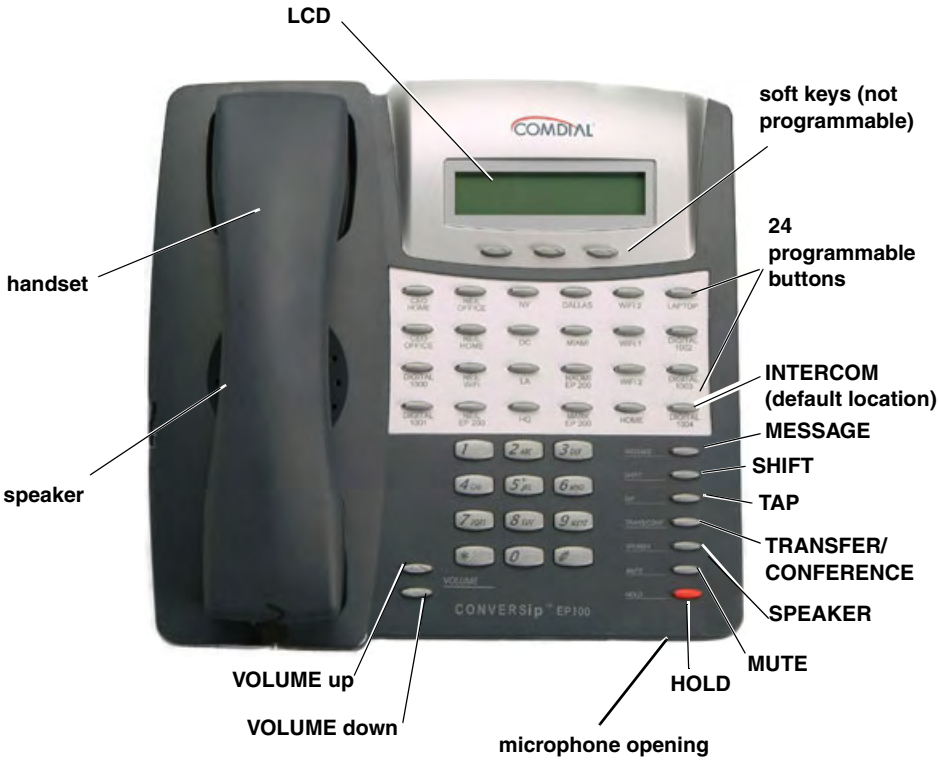
1. OVERVIEW

Before you start using your CONVERSip EP100 digital endpoint, take a quick look at its layout. The EP100 has three soft keys, 24 programmable buttons, seven fixed function buttons, volume up and down buttons, an LCD, and a standard dial pad.

Figure 1-1 EP100-24



1.2 Positioning Your EP100

When your new EP100 arrives, the system installer unpacks the phone and connects the line cord to a system jack. The following sections describe a few initial adjustments that allow you to quickly begin making and answering calls.

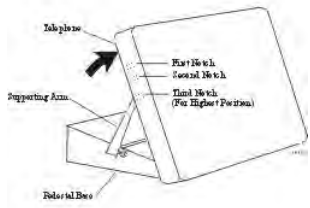
You should adjust the position of the EP100 on your desk or table to suit your individual needs and maximize the performance of the sound activated features. When using your EP100, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to consider include:

- For the microphone to best detect your voice, speak within three feet of it and face the speakerphone.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the EP100 where it will detect sounds from keyboards, printers, paging systems, typewriters, or other equipment.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone.

Your telephone has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the telephone, the pedestal is in its lowest position—flush against the pedestal.

To adjust the pedestal,

1. Grasp the rear of the pedestal base firmly with one hand and lift the rear portion of the telephone upward with your other hand.



Adjusting the Pedestal

2. Lift the telephone upward with one hand and raise the telephone supporting arms upward with your other hand. (Notice there are three sets of notches under the telephone corresponding to the three positions available.)
3. When the telephone is at the desired height, select the closest pair of notches and insert the supporting arms in the notches. Press down slightly on the telephone until you feel the supporting arms snap into place.

Also remember, as with any piece of electronic equipment, your telephone may be damaged by contact with liquids. Please try to place the telephone in an area that is free from the danger of spills.

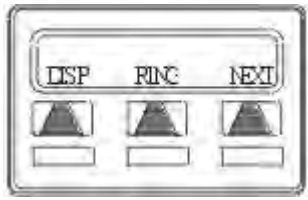
***Note**: For more tips and information on speakerphone use see Section 1.7, Speakerphone Usage Guidelines.*

1.3 Setting Display Contrast

You can darken or lighten the contrast of the display for best viewing.

To adjust the display contrast,

1. Select OPTIONS.
2. Select NEXT until the DISP option appears.
3. Select DISP. Your display reads CONTRAST LEVEL
4. Select LIGHT or DARK once for each degree of change desired.
5. Press SPEAKER to end.



Select Display

Setting the Contrast Level

1.4 Setting a Personal Ringing Tone

You can choose one of several different ring tones for your telephone. Often, when several telephones are located close together, each user chooses a different personal ring tone.

To select one of the ring tones, proceed as follows:

1. Select OPTIONS.
2. Select NEXT until the RING option appears.
3. Select RING.
4. Select UP or DOWN to choose ring tone in display (a new tone sounds each time you press the button).
5. Press SPEAKER to end.

Selecting the Ring Tone

1.5 Setting Volume Levels

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, and the handset.

To set the **ringer** loudness level, while your telephone is on-hook and idle, press the VOLUME Up or VOLUME Down button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.

Note: If you set the ringer to the OFF position, your telephone sounds a short ring burst once for each call you receive at your station.

To set the **speaker and handset** loudness levels,

1. Press INTERCOM button.
2. Press the VOLUME Up or VOLUME Down button once for each change in speaker volume that you desire.

3. Lift handset.
4. Press the VOLUME Up or VOLUME Down button once for each change in handset volume that you desire.

***Note**: When a call ends, the system resets the speaker and handset volume of all future calls to the default setting. For instructions in setting your EP100's default volume settings, see Section 7.9, Volume Control.*

1.6 Answering and Making Calls

Your EP100 is configured to answer and make calls to both stations within your system (intercom calls) and outside lines.

When you hear outside ringing (long bursts),

1. Press flashing line button.
2. Speak toward telephone or lift handset if privacy is desired.

When you hear intercom ringing (two short bursts),

1. Press INTERCOM.
2. Speak toward telephone or lift handset if privacy is desired.

To dial an outside number manually,

1. Press SPEAKER.
2. Listen for dial tone.
3. Dial number.
4. Lift handset if privacy is desired.

To dial an intercom number manually,

1. Press INTERCOM.
2. Dial extension number (called telephone rings or tone is heard).
3. Speak toward telephone or lift handset if privacy is desired.

1.7 Speakerphone Usage Guidelines

When using your EP100, the microphone and loudspeaker are farther away from you than when you use a handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened.

When microphones and loudspeakers are close together (such as in a speakerphone), additional amplification typically generates a ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

- Both parties can not talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the EP100 where it will detect sounds from keyboards, printers, paging systems, typewriters, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.

- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.

2. ANSWERING CALLS

2.1 Answering Outside Calls

When an outside call rings at your station, the LCD screen displays any caller ID information (if available from the phone company) that your station is programmed to receive.

When you hear outside ringing (two long bursts) and observe an orange flashing light,

1. For speakerphone, press flashing line button and speak toward telephone.
2. For privacy, LIFT handset.
3. Select DND if you do not wish to answer the call at this time.

2.2 Answering Intercom Calls

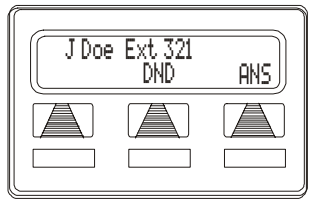
Your station receives intercom calls in one of two ways depending upon system programming. In a *voice-first* setting, a short tone is followed by the caller's voice heard on the speaker. With a *tone-first* setting, the telephone rings in a distinctive pattern and the user of the receiving station must take action to answer.

As with an outside call, your LCD screen displays the extension number of the incoming call (e.g., Ext 1234) and any caller ID information that your station is programmed to receive.

When you hear an intercom tone followed by a caller's voice, speak toward the telephone to answer, or lift handset if privacy is desired.

When you hear intercom ringing (two short bursts),

1. Press *INTERCOM* or select ANS.
2. Speak toward telephone or lift handset if privacy is desired.
3. Select DND if you do not wish to answer the call at this time.



Intercom Call from J Doe

***Note**: For more information on setting DND at your station, see Section 7.3, Do Not Disturb Condition.*

2.4 Holding Calls

You can place a call on hold and retrieve it later. With a regular hold, you can pick up the held call only at your telephone.

To place a call on hold, press *HOLD* (station button) or select HOLD (soft key). The light above your *HOLD* button begins to blink.

To retrieve a held call,

1. Press line button of the held call (with winking green light), or press *TAP*.
2. Speak toward telephone or lift handset if privacy is desired.

After a call has been on hold for the period of time (set by the installer of your system), the system causes four quick hold recall tone bursts to sound at your telephone, the flash rate of the line button becomes faster and the light becomes orange.

If a held line is recalling, choose one of the following.

1. Select HOLD to place the call on hold at your station and restart hold timer.
2. Lift handset, press line button (with flashing orange light) or select ANS to retrieve the call.

3. MAKING CALLS

3.1 Making Outside Call

The system automatically selects a line for use when you lift the handset or press the speaker button.

To dial an outside number using your prime line,

1. Press SPEAKER or lift handset if privacy is desired. Outside line is automatically selected.
2. Listen for dial tone.
3. Dial number.

3.2 Making Intercom Calls

To manually cause the other telephone to ring

1. Press INTERCOM.
2. Dial extension number (called telephone will ring).

To call automatically, press a programmed DSS/BLF button

3.3 Automatic Dialing

This feature provides one- or two-button speed dialing using programmable buttons at which you have previously stored numbers.

To automatically dial a number stored at one of the programmable buttons on your station, choose one of the following:

1. Press a programmed speed dial button (line selection is usually a part of the stored speed dial number).
2. Press SHIFT and a programmed speed dial button (to choose number stored as second choice at that button).

3.4 Redialing

3.4.1 REDIAL - LAST-DIALED NUMBER

To redial the last-dialed number,

1. Press SPEAKER or hang up handset to disconnect current ringing or busy tone.
2. Dial #.
3. Listen for ringing or busy tone over the telephone speaker:

4.6 Call Transferring

4.6.1 SCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a screened transfer.

To screen and transfer a call to another telephone in the system,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, or press DSS/BLF button for that extension.
4. Announce call when intercom party answers.
5. Press SPEAKER to disconnect (if in speakerphone mode), or hang up.

The intercom party then has the call (if he or she answered the screened transfer with the handset). If you announce the transfer over the speaker, the intercom party's telephone rings with the transferred call after you hang up.

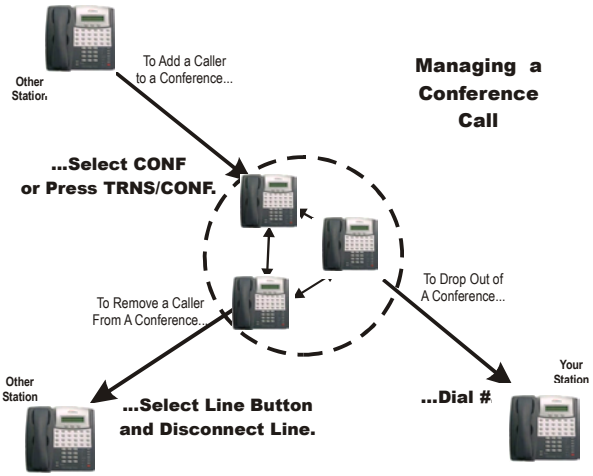
If the intercom party is busy, take one of the following steps (if made available at your telephone by installer programming):

1. Select RECON to reconnect the call to your station.

If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an unsupervised conference call.

To drop out of a conference call you initiated involving outside lines (creating an unsupervised conference), dial #. The lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until he hangs up or the line is answered.

To rejoin an unsupervised conference between two outside lines, press *TAP* or *DSS/BLF* button of one of the conferencing stations.


Other Station
To Add a Caller to a Conference...
Managing a Conference Call
...Select CONF or Press TRNS/CONF.
To Drop Out of A Conference...
To Remove a Caller From A Conference...
Other Station
...Select Line Button and Disconnect Line.
...Dial #
Your Station

Managing a Conference

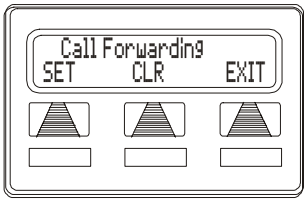
4.3 Call Forwarding

4.3.1 FORWARDING A CALL

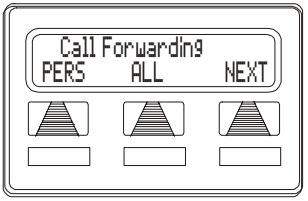
You can forward the calls that normally ring at your telephone to another telephone. To remind you that your calls are being forwarded, your telephone will sound a short ring burst each time the system forwards a call.

To forward your calls,

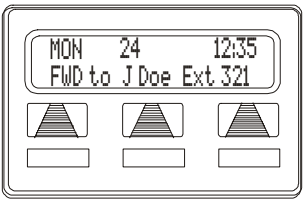
1. Select OPTIONS.
2. Select NEXT until the CFWD option appears.
3. Select CFWD.
4. Select SET.
5. Choose one of the following call forwarding options:
   - Select PERS to forward prime line and intercom calls.
   - Select ALL to forward all calls.
   - Select NEXT and No ANS to forward calls that ring at your station but receive no answer after a pre-programmed number of rings. Then press PERS to forward your prime line and intercom calls, or press ALL to forward all calls that ring with no answer at your telephone.



Selecting Call Forwarding



Call Forwarding Options



Call Forwarding Active

6. Dial extension number of telephone to receive your forwarded calls.
7. Press SPEAKER to end. Display shows FWD.

To cancel call forwarding, select the right soft key.

4.5 Call Parking

4.5.1 PARKING A CALL

You can place an intercom or outside call on hold in the system so that it can be answered from any station, even though it may not have a line appearance for the call. You accomplish this by placing the call in one of many park orbits, where the call remains until it is answered.

To park a call using a programmed PARK button, while on the call, press the programmed PARK button (the system places the call in a preselected park orbit and lights the PARK light).

To retrieve a call that was placed on hold in the system (parked),

1. Press INTERCOM.
2. Press lit programmed PARK button

4.5.2 HANDLING PARK RECALLS

When a parked call times out of the system, it returns to your telephone in the form of a park recall (you hear four short tone bursts at 12-second intervals).

4.6 Call Transferring

4.6.1 SCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a screened transfer.

To screen and transfer a call to another telephone in the system,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, or press DSS/BLF button for that extension.
4. Announce call when intercom party answers.
5. Press SPEAKER to disconnect (if in speakerphone mode), or hang up.

The intercom party then has the call (if he or she answered the screened transfer with the handset). If you announce the transfer over the speaker, the intercom party's telephone rings with the transferred call after you hang up.

If the intercom party is busy, take one of the following steps (if made available at your telephone by installer programming):

1. Select RECON to reconnect the call to your station.

4.6.2 UNSCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you transfer the call without first announcing it, you have made an unscreened transfer.

To transfer an unscreened call to another system telephone,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, OR press DSS/BLF button for that extension.
4. Press SPEAKER to disconnect (if in speakerphone mode), or hang up. The transfer rings at the called telephone.

If an unscreened transfer call is not answered and recalls to your telephone, you can take one of the following steps:

1. Press HOLD to place the call on hold at your telephone.
2. Select ANS to return to the call.

4.6.2 UNSCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you transfer the call without first announcing it, you have made an unscreened transfer.

To transfer an unscreened call to another system telephone,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of tele-phone to receive transfer, OR press DSS/BLF button for that extension.
4. Press SPEAKER to disconnect (if in speakerphone mode), or hang up. The transfer rings at the called telephone.

If an unscreened transfer call is not answered and recalls to your telephone, you can take one of the following steps:

1. Press HOLD to place the call on hold at your telephone.
2. Select ANS to return to the call.

4.6.2 UNSCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you transfer the call without first announcing it, you have made an unscreened transfer.

To transfer an unscreened call to another system telephone,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, OR press DSS/BLF button for that extension.
4. Press SPEAKER to disconnect (if in speakerphone mode), or hang up. The transfer rings at the called telephone.

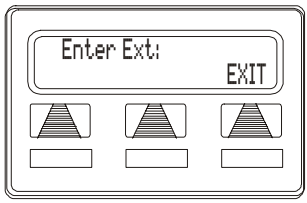
6. PROGRAMMING

6.1 DSS Numbers

Storing another station extension number at a DSS/BLF programmable location allows you to monitor that station, dial with the press of one button, or pick up or hold calls at that station quickly and conveniently. ***Note**: Storing DSS numbers at button locations overwrites any previously stored numbers.*

To store an intercom number as a DSS number,

1. Select OPTIONS.
2. Select NEXT until the DSS option appears.
3. Select DSS.
4. Press programmable button to choose DSS/BLF button location.
5. Dial extension number.
6. Repeat the previous steps, or select EXIT.
7. Press SPEAKER to end.



Designating an Extension

CAUTION

Do not attempt to program soft keys; doing so can cause the system to make features unavailable. If you inadvertently program soft keys, you can retrieve their functions in the following manner:

1. Press INTERCOM **1
2. Press the soft key to be reprogrammed
3. Dial 91, 92, or 93 (for buttons from left to right).

6.2 Speed Dial Numbers

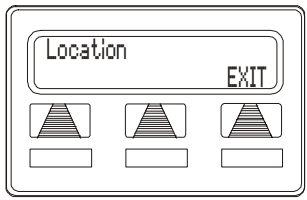
Speed dialing is a feature that lets you store and dial frequently called numbers using one or two buttons. You can store numbers for speed dialing at any programmable button that is not now assigned as a line button or other feature by the system administrator or installer or at the keypad numbers.

***Note**: The Federal Communications Commission (FCC) requires that when programming emergency numbers and/or making test calls to emergency numbers:*

1. *Remain on the line and briefly explain to the dispatcher the reason for the call;*
2. *Perform such activities in the off-peak hours, such as early morning or late evening.*

To store an outside number as a speed dial number, follow the display prompts and proceed as follows.

1. Select OPTIONS.
2. Select NEXT until SDIAL option appears.
3. Select SDIAL to choose speed dial programming.



Choosing a Button

4. Press programmable button or dial pad button (0–9) to choose storage location (remember, to access second level storage at a programmable button, press SHIFT first).

DSS/BLF Button
PRESS button of desired station to dial directly
Keypad
DIAL desired number for personal speed dial
OR
DIAL * and number for system speed dial

5. Choose your speed dial route from the following list:
   - Dial 01 to select prime line or last line used,
6. Dial number (up to 16 digits long).
7. Select SAVE to store the number.
8. Repeat previous steps until all numbers are stored, or select EXIT.
9. Press SPEAKER to end.

To enable DND, proceed as follows.

1. Select OPTIONS.
2. Select NEXT until the DND option appears.
3. Select DND.
4. Select ON.
5. Select EXIT.
6. Press SPEAKER to end.

Note: Although it does not appear on your screen while Do Not Disturb is displayed, the right soft key activates the Options menu.

To disable the DND condition, proceed as follows.

1. Select OPTIONS.
2. Select NEXT until the DND option appears.
3. Select DND.
4. Select OFF.
5. Select EXIT.
6. Press SPEAKER to end.

To set a Do Not Disturb condition at your telephone when a call rings at your station,

1. Hear ringing and notice incoming call information in display.
2. Select DND. Ringing stops, and the caller hears the do not disturb tone. Your telephone remains in DND until you disable the feature.

7.9 Volume Control

7.9.1 SETTING CURRENT VOLUME LEVEL

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, the handset, the headset, background music, and the group listening mode.

There are four **ringer** loudness levels (plus an off position). While your telephone is on-hook and idle, press the VOLUME Up or VOLUME Down button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.

***Note**: If you set the ringer to the OFF position, your telephone sounds a short ring burst once for each call you receive at your station while the ringer is off.*

There are eight **speaker** loudness levels. While on a call and in speakerphone mode, press the VOLUME Up or VOLUME Down button once for each change in loudness that you desire.

There are at least eight **handset** loudness levels that you can set for the current call. While on a call and in handset mode, press the VOLUME Up or VOLUME Down button once for each change in loudness that you desire.

***Note**: When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in setting your EP100's default volume, see the next section of this chapter.*

There are eight **headset** loudness levels that you can set for the current call. While on a call and in headset mode, press the VOLUME Up or VOLUME Down button once for each change in loudness that you desire.

There are eight **group listening** loudness levels. While on a call and in the group listening mode, press VOLUME Up or VOLUME Down button once for each change in loudness you desire.

There are eight **background music** loudness levels. While background music is on at your station, press VOLUME Up or VOLUME Down button once for each change in loudness you desire. This level remains set for background music until you change it again, even if you turn off the feature and then reactivate it.

7.9.2 MUTING YOUR EP100

By using the *MUTE* button, you can block transmission of your voice to the distant party. You can do this whether you are using the handset or the speaker.

To mute your station, press MUTE (mute function and light turn on). You can still hear the distant party, but they cannot hear you.

To speak to the distant party, press MUTE again (mute function and light turn off).

7.10 Default Volume Control

You can set a permanent loudness level for any volume control setting. The level will remain at this volume (referred to as the default setting) until you change the setting.

To set a permanent speaker, headset, handset, or group listening loudness for all future calls,

1. Press INTERCOM.
2. Activate speaker, headset, handset, or group listen mode to be affected.
3. While in that mode, press VOLUME Up or VOLUME Down button to adjust loudness.
4. Dial **7 or press programmed SAVE button to hold the loudness at the last setting for all future calls (until you change the default again).
5. Repeat this procedure in each mode until you've set all default volume levels.